

Job Description

Job Title	Mental Health Hospital Link Worker
Service/Department	Mental Health Hospital Link Service
Salary	£25,250 FTE
Hours	37.5 hours per week
Base	Colchester
Responsible to	Service Manager
Accountable to	Therapeutic Lead

Job Summary:

The Hospital Link Worker will be based in the Urgent Treatment Centre (UTC) and Emergency Department (ED) at Colchester General Hospital.

The Link Worker will be a non-clinical point of contact for individuals presenting at hospital with emotional distress. Working closely with the UTC Triage Team the Link Worker will offer empathic, person centred support to people experiencing low level mental health concerns and refer to the Volunteer Link Worker team for short term practical and emotional support, or refer / signpost to North East Essex (NEE) Sanctuary.

The Mental Health Link Worker will be responsible for all recording contacts and actions relating to the support offered.

Key Responsibilities:

1. Offer person centred, empathic support to people experience emotional and mental health distress who are accessing UTC and ED after triage.
2. Liaise closely with the hospital triage team and other clinical teams within Colchester General Hospital.
3. To develop and maintain excellent relationship with the hospital teams, Link Volunteers, NEE Sanctuary and other partnerships.
4. Develop positive and supportive relationships with people, within appropriate and clear boundaries being aware of and taking into consideration disability rights.
5. To help clients develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required.
6. To support and interact with colleagues, sharing information and updates on services and regulations, building links within the community.
7. To ensure client notes are updated in an appropriate, timely and professional manner (within 24 hours of contact).
8. Together with the Service Manager and Therapeutic Lead be responsible for ensuring that the service continually improves in line with internal recommendations and plans and external regulatory requirements.
9. To encourage and listen to the views of people accessing the service and to gain feedback on the efficiency and effectiveness of the service.
10. To work positively with multi-disciplinary team (MDT) members ensuring that relevant information is passed on to the team, especially regarding risk.
11. To be able to manage own time and workload effectively, to maintain own wellbeing.
12. To attend and actively participate in line management one to ones and relevant meetings, as necessary.
13. To attend all mandatory and essential training as per Mid & North East Essex Mind Policy.
14. To work within the ethos and policies and procedures of Mid and North East Essex Mind.

15. To assist in maintaining cleanliness, tidiness, safety and security of the environment.
16. To work effectively within the team and as part of the whole organisation.
17. Perform all other duties as may reasonably be expected of your operational line manager.

Organisational values: <i>Post-holders should be able to demonstrate the following:</i>	
Value	Phrase
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other

Person Specification

POST: Mental Health Hospital Link Worker

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good standard of education. 2. Qualified to Level 3 in Health/Social Care or a relevant subject. 	<ul style="list-style-type: none"> • Psychology Degree or equivalent. • Health and Social Care Level 3 • Risk assessment training. • Mental health first aid training.
Experience	<ol style="list-style-type: none"> 3. Minimum two years' experience of working in the field of mental health or other comparable field. 4. Experience of supporting people experiencing mental health distress. 5. Experience of effective partnership working. 6. Experience of working autonomously and managing own workload. 7. Experience of supporting and working as part of a team. 	<ul style="list-style-type: none"> • Experiencing of working within an NHS environment. • Experience of working within UTC / ED.
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 8. Working knowledge and experience of Safeguarding Vulnerable Adults. 9. Ability to demonstrate resilience to work with difficult or complex situations with clients. 10. Ability to network for the benefit of the client and service delivery. 11. Ability to communicate and retain relationships with clients, their family/friends. 12. Ability to communicate with different range of cognitive abilities e.g. learning difficulties, communication issues. 13. Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems. 14. Ability to work flexibly. 15. Understanding of and commitment to Organisation values. 	<ul style="list-style-type: none"> • Knowledge of interventions available and making appropriate referrals dependant on individual need. • Knowledge of community services and agencies. • Knowledge of Data Protection Act.
Personal Characteristics	<ol style="list-style-type: none"> 16. Empathic and compassionate. 17. Flexible, creative and responsive approach. 18. Car driver or ability to travel independently around Mid and North Essex Mind sites. 	